

Electronic 272 Technical Issues and Support Supplement

(for software version 1.0)

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OVERVIEW

The **Division of Payment Management's (DPM) Payment Management System (PMS) Electronic 272 System** provides a fast, efficient, easy way of meeting PMS 272 reporting requirements, eliminates unnecessary paper reports and bulky mailings, and provides 2-way electronic transfer of 272 data between PMS and recipient organizations.

CONCEPT:

1. Recipient installs the Electronic 272 software on their computer and sets parameters appropriate to their machine, as described in the **Electronic 272 User's Guide**, available from DPM's web site or direct from DPM.
2. Recipient dials into the DPM Host system on a quarterly basis to download data pertaining to that quarter's draws and disbursements.
3. Recipient brings the data up in the software supplementing DPM's data with their disbursement figures.
4. Recipient then uploads the data back to DPM and generates a page one signature page for returning to DPM to validate their figures.
5. The following quarter, the cycle begins again.

Important PHONE NUMBERS

Test Host Number (for Testing Purposes only):	301-443-0209
Full Time Host Number (for Production Purposes):	301-480-0227
DPM Technical Support Line:	301-443-4854

I. General

A. System Requirements:

- One Intel-based 80286 or greater class computer running at 8Mhz or faster.
- A minimum of 640 kilobytes of installed RAM, 512 kilobytes free.
- One asynchronus modem supporting full-duplex 2400 bps transmission.
- MS or PC DOS v3.3 or greater (see issues following regarding Windows)

B. Issues To Be Careful With

As with any software, there are any number of things that can effect the way it operates, especially because every computer is different. DPM recommends the following to ensure that the software operates the way it should.

1. The software requires DOS but WILL RUN on Windows and Windows95. Do however start the program from the DOS PROMPT, NOT FROM AN ICON IN WINDOWS. Windows system drivers in some cases have interfered with the software's operation.
2. Make certain you have a phone line into your modem with your computer, and that this line is working. Try a phone on the line if necessary to confirm it is working.

3. Make sure the COM settings are set to the correct COM Port on your computer. Speak with your technical support staff if you need assistance determining your COM Port, or if there may be a COM Port conflict on your computer.
4. Regarding another COM Port issue, DPM is aware that many newer computers have modems on COM Ports 3 & 4, so we have developed a fix for this, please contact DPM at 301-443-4854 regarding a software update.
5. Make certain you configure the Phone Number setting in the software with the correct scheme you use in your office to get to an outside line, including any proceeding "9's" or other numbers. Please be aware you need the proceeding "1" for a long distance call. When you set up the phone number, commas and dashes may be used but are not necessary (ie, "9,1,301-443-xxxx").

II. Directories and Files

A. Files in Main Directory

The following files and directories exist in your 272 Directory for the system to operate correctly.

272.exe
Install.bat
Slate.pdb
Edit.dat
Guide.dat
Helpfile.dat
Intro.dat
Load.dat
Print.dat
Sysman.dat
View.dat

If you downloaded the software off our Web Site, you may have a file such as "E272V100.EXE", which is a copy of the file you downloaded.

B. Sub-Directories and Important Files Generated

Once you have used the system, there will be a directory labeled PINS, which should in turn contain a directory for each PIN you use on the system.

Within each PIN directory there will be files such as the following (with the example PAN of A301G):

Actual files are created when you initiate the print process for each form in question, whether the printer is working or not. "P_A301G" is for the PMS 272 cover sheet, "P_A301GE" is for the PMS 272-E report, and so on (a PMS 272-B would be

P_A301GB, the appended B corresponding to the B report). These files may be opened in text editors (in DOS type "edit 'filename'", or open them in a word processor such as Word or WordPerfect) to view the contents, and print if you are having printing difficulties.

At various stages there may also be an "index" file, a ".cfg" configuration file, a "download" file, which contains the raw data which is downloaded, and an "edit" file which is the data you input. You should not need to work with these files.

III. Frequent Questions and Problems

A. The Software worked last quarter, but now it doesn't work.

Something had to have changed on the computer for it to no longer work.

1. Do you have a new computer?

If you do, do NOT copy the directory with the software and expect it to work, the software must be reinstalled on the new machine, as there are hidden configuration files which are important for the system to work. At the DOS prompt, issue the "deltree 272" command to delete the entire directory structure. Where C is the hard drive:

```
"c:\deltree 272"
```

Find your original diskette, or download the software from our web site, and reinstall the software. Try again.

2. If you do not have a new computer, you need to try to narrow down more closely at which point the problem occurs. Please read this document thoroughly.
3. Check the phone number and all the codes you may need to get an outside line and the long distance '1' if necessary. If you are getting a voice then you have dialed the incorrect number.
4. Be certain you are accessing the software via the DOS prompt and NOT via an icon created on your desktop or in your windows environment. Windows drivers have periodically interfered with the software's functionality.

B. Communications Problems.

1. There is "No Dial Tone." Is the modem plugged into a valid phone line with an active dial tone? Try a phone on that line if necessary. Have you installed a new modem? Is it configured correctly? Can you use the modem to dial into any other systems?
2. "Logon to DPM host failed" or "Could Not Dial" - A number of reasons may contribute.
- a. Do you have a new computer? Make certain the software is a fresh install and not the directory and files copied from the old machine. At the DOS prompt, issue the "deltree 272" command to delete the entire directory structure. Where C is the hard drive:

"c:\deltree 272"

Find your original diskette, or download the software from our web site, and reinstall the software. Try again.

- b. Check the phone number or dialing scheme, all numbers you need in your office to get an outside line, long distance parameters, etc.
- c. Check the COM Port that is set in the options and make certain it is the correct COM Port for your modem device. You may have to speak with your own technical support staff to determine this. DPM is aware there are some computers with modems on COM Ports 3 & 4, and has developed a fix for this issue. Please contact DPM at 301-443-4854 for more information.
- d. Check the phone number and all the codes you may need to get an outside line and the long distance '1' if necessary. If you are getting a voice the you have dialed the incorrect number.
- e. Try to make the call a few times. Periodically modems become hung up and contribute to communication problems. In addition, two modems (yours dialing and ours answering) sometimes simply do not communicate. If you dial again, you may connect with a different modem in our modem array.
- f. Try a different modem or computer/modem configuration.
- g. While DPM has an array of modems, at peak usage there may be a problem connecting simply due to an extreme amount of users attempting to connect simultaneously. Try more than once before panicking.
- h. If you are trying to connect at the start of the Quarter, DPM may be in the process of reloading the host system with the new data, at which point there may be a connection problem.
- i. Contact DPM at 301-443-4854; there are times where our system locks up, as can only be expected, and we will reset the host.

C. Downloading Data Issues.

- 1. "Download Failed" message. Make certain you are accessing the system from the DOS Prompt and NOT from a windows ICON. Some system drivers have disrupted the software's functionality. It may appear to work and connect, but in fact it is not working correctly.
- 2. Have last quarter's data still after having gone through the download process. The system does not automatically have the new data at the end of the quarter. DPM must migrate data and check it's validity. There is a delay time involved.* Announcements are made via SmartLink, the web site, and DPM NewsNet regarding 272 data availability.
*In some rare cases, the Windows issue has been involved in this as well. Please be certain you are initiating the software via the DOS Prompt, and not from a Windows icon.
- 3. Locks up while downloading. There is a dialog box that opens indicating

two numbers. On the left is the byte size of the file progress, and the number on the right indicates the total size of the file to be downloaded. If the number freezes, there is a "Flow Control" issue. This is caused by many different things, from modem speed to line noise. You can try some of the following:

- a. Simply log off and try it again.
- b. Different modem speeds. Try several in the system settings for the E272 software.
- c. Try a different modem / computer configuration.

D. Printing Issues.

1. Using the 272 software, can't print at all, or the output is garbled. Some systems don't get along with our software and its printing commands. Please refer to the section above outlining the files in the PIN directory of the 272 directory, and use a text editor or word processor to open and print the print files. Be certain you have run the print command from inside the software in order to generate these files.
2. Can only print some of the report types. The software only generates screens and print files for which download data actually exists. Unfortunately a form may appear in the menu pick-list, however not exist in the software, because data wasn't downloaded.

E. Configuration Settings Appear Reset:

When you go back to the communications configuration settings, they have changed. Due to the nature of screen windowing software, when a picklist is invoked, the first item in the list is selected. The settings remain providing the user pressed enter on the correct value previously. Re-enter the value and press enter to be certain it takes.

F. Procedures / Software Usage Unclear

1. The "Net Disbursement" amount is not carrying forward from the 272-A screen to the 272 main page. For this to happen the user must have selected the correct option to enter the editing mode.
 - a. From the MAIN MENU, the user should select UPDATE.
 - b. From here the user should select SELECT, which will invoke a list of accounts for their PIN.
 - c. Highlight the desired account and hit enter, which will bring up the forms pick list.
 - d. The user MUST NOW select ALL in order to be walked through the entire editing process and multiple pages, including having the numbers carried forward.
 - e. When form 272-A is completed, 272 is displayed and the "Net Disbursements" value is carried forward.
2. Some pages appear to be missing. The electronic 272 system generates forms for only those 272 forms for which download data exists. Although

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the FORMS PICK LIST in the review menu will offer these forms, there is no form so it will not be possible to view the form.

3. There appears to be no 272-A to update. As stated, the 272 system only generates forms for those pages where data exists. For example, if an account does not have any active grants or has a block grant, a 272-A will generate because it does not exist. Block grantee recipients generally do not report back to DPM rather receive the 272-E for informational purposes only.